

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/16/2001

CRAIG MARQUIS (MARQUIS), [REDACTED]

[REDACTED] employed as [REDACTED] System Operation Control, AMERICAN AIRLINES (AA), 4601 Highway 360, Fort Worth, Texas 76155, (817) 967-7100, was interviewed at his place of employment. After being advised of the identities of the interviewing agents and the purpose of the interview, MARQUIS provided the following information:

On September 11, 2001, at approximately 7:25 a.m. Central Standard Time, MARQUIS received a telephone call from the number 3 flight attendant on board Flight 11, identified by the crew manifest as B.A. ONG (ONG), AA employee number 131804. This telephone call was initially received by NIDIA GONZALES,

[REDACTED] an AA supervisor at the Raleigh Reservations Center in North Carolina. The call was transferred to central dispatch in Fort Worth, Texas, because there was a disturbance on board and the flight crew was not able to contact the cockpit. ONG wanted central dispatch to contact the cockpit. MARQUIS first confirmed that ONG was an AA flight attendant.

During this telephone call, ONG reported that there was a passenger on board who was armed with a knife. This passenger was seated in 10B and was identified as TOM ELSUQANI (phonetic). When MARQUIS first heard this, he thought that the knife might have been a Swiss army knife of some sort because it was not that uncommon for passengers to have these. ONG then informed MARQUIS that the passenger in seat 9B, DAVID LEWIN, had been fatally stabbed and that the number 1 flight attendant, K.A. MARTIN (MARTIN), AA employee number 307280, had been stabbed as well. MARTIN was in bad shape and was currently on oxygen. Besides these two individuals, the number 5 flight attendant, B. ARESTEGUI, AA employee number 167762, had been superficially wounded by the passenger with the knife.

In addition to these injuries, there were two men trying to gain access to the cockpit, and by this time, all passengers had been removed from first class. After the men gained access to the cockpit, ONG could hear loud arguing from the cockpit area. ONG also mentioned that there was something in the air that made it hard to breath. This

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/2001 at Fort Worth, Texas

File # 265A-NY-280350-302

Date dictated 09/16/2001

by SA [REDACTED] AWG:awg; SSA [REDACTED]

265A-NY-280350-302

Continuation of FD-302 of Craig Marquis, On 09/11/2001, Page 2

telephone conversation lasted from approximately 7:25 a.m. until approximately 7:49 a.m.

There was no doctor on board Flight 11 to help the injured; as a result, MARQUIS wanted the aircraft to land at the next available airport. Because of the medical emergencies and the violence, MARQUIS intended for medical personnel and law enforcement to meet the aircraft as soon as it landed. MARQUIS had the flight tagged as a confirmed hijacking and contacted air traffic control (ATC) regarding the situation. MARQUIS informed the [redacted] of what was happening with Flight 11 and instructed her to contact the crew immediately and to perform a range analysis given the amount of fuel on the aircraft. ATC reportedly heard arguing over the microphone, hearing a statement to the effect of "either turn back or we'll kill you." The pilot apparently keyed the microphone at some point during these events thereby allowing ATC to hear part of what was happening. It was thought that these transmissions were recorded by ATC, in this case Boston ATC. During the time in which the telephone conversation occurred, the aircraft flew erratically and was descending in altitude. The transponder was turned off, but ATC was handling this flight as a confirmed hijacking and was attempting to track it.

Soon after ONG hung up the telephone, MARQUIS received a call from [redacted] an AA [redacted] at John F. Kennedy International Airport in New York, New York. [redacted] reported smoke coming from the World Trade Center and asked what was happening. Based upon his conversation with [redacted] MARQUIS figured the impact of Flight 11 was close to 7:49 a.m., corresponding to the end of the telephone call from ONG. [redacted] called again at approximately 8:10 a.m. and stated that the NEW YORK PORT AUTHORITY confirmed that both towers of the World Trade Center were on fire and that an AA aircraft was involved.

Although unsure, MARQUIS thought that his telephone conversation with ONG was recorded. He would ascertain whether the conversation was recorded and would notify the FEDERAL BUREAU OF INVESTIGATION regarding this. The number 9 flight attendant, M. SWEENEY, AA employee number 129043, telephoned the AA Flight Services Department in Boston, Massachusetts.

Regarding the hijacking of Flight 77, the aircraft had crashed before AA really knew that anything was happening on board. AA was concentrating on Flight 11 and did not realize the peril on Flight 77 until it was too late.

265A-NY-280350-302

Continuation of FD-302 of Craig Marquis, On 09/11/2001, Page 3

MARQUIS provided a copy of his notes and a crew manifest for Flight 11, with notes on the manifest. See FD-340 envelope for these documents.

# FEDERAL BUREAU OF INVESTIGATION

**Precedence:** ROUTINE

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**Date:** 09/17/2001

**To:** Counterterrorism

**Attn:** Radical Fundamentalist Unit  
UBLU

New York

**From:** Pittsburgh

Squad 4/Joint Terrorism Task Force

**Contact:** [REDACTED]

**Approved By:** [REDACTED]

**Drafted By:** [REDACTED]:clj

**Case ID #:** 265D-NY-280350-PG

**Title:** PENT BOM/TWIN TOWERS  
MAJOR CASE 182  
OO: NEW YORK

**Synopsis:** To forward transcript of telephone call between 911 contact and United Flight 93 passenger.

**Enclosures:** Enclosed for New York are the original and one copy of an FD-302.

**Details:** On 09/11/2001, United Flight 93 passenger Edward Felt made a call to 911 from his cellular phone, stating that there was a hijacking in progress. The original tape recording of the cellular telephone call has been entered into evidence. Enclosed is a transcript of the call.

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HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAU/CPB/YHW

To: Counterterrorism From: Pittsburgh  
Re: 265D-NY-280350-PG, 09/17/2001

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2: (Adm)

NEW YORK

AT NEW YORK, NY

Read and clear.

♦♦

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

Attached is a verbatim transcription of a recorded conversation between 911 and a passenger reporting a highjacking in progress aboard United Flight 93 on September 11, 2001.

I:/MC182/254clj01.trp

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 9/11/2001 at Pittsburgh, PA

File # 265D-NY-280350-302

b6  
b7c

Date dictated 9/11/2001

by SA  /clj

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

REQ. #35-13

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265D-NY-280350

Continuation of FD-302 of 911 Call, On 9/11/2001, Page 2

Caller: "Highjacking in pro--"

911: "Excuse me? Hey somebody's reporting a--"

Caller: "Highjacking in progress."

911: "Sir I'm losing you, where are you at?"

Caller: "United flight 93."

911: "Wait a minute, wait, United--night flight--  
United flight. United flight 93."

Caller: "Highjacking in progress!"

911: "Okay, where you at up? Where are you at  
up?"

Caller: "I'm in the bathroom, United flight 93."

911: "Okay, where are you at?"

Caller: "I don't know."

911: "Where are you at?"

Caller: "I don't know where the plane is."

911: "Where did you take off at?"

Caller: "Newark to San Francisco."

911: "Newark to San Francisco."

Caller: "United flight 93."

911: "I got it, okay stay on the phone with me  
sir."

Caller: "I'm trying to...(UI) at the bathroom. I  
don't know what's going on."

911: "Hey somebody get the FAA, Newark to San  
Francisco and they got a highjacking in  
progress. Okay, yeah. Dude, get somebody

265D-NY-280350

Continuation of FD-302 of 911 Call, On 9/11/2001, Page 3

from the airport on the line. This is a highjacking in progress. Are you still there sir?"

Caller: "Yes I am."

911: "What's your name sir?"

Caller: "EDWARD FELT."

911: "EDWARD FELT? What's your phone number sir?"

Caller: "Seven, three, two (732)."

911: "Go ahead."

Caller: "Two, four, one (241)."

911: "Go ahead."

Caller: "Six, nine, seven, four (6974)."

911: "How big of a plane sir?"

Caller: "It's like a seven-fifty-seven (757)."

911: "This is a seven-fifty-seven (757). Hey we need. It's a seven-fifty-seven (757). Sir, sir?"

Caller: "Yes."

911: "Okay, how many peoples on the plane?"

Caller: "It was--it was pretty empty, maybe (UI)."

911: "Can you still hear me sir, sir, sir can you still hear me? It's over (UI). There's a plane...said the plane's going down. It's over Mt. Pleasant Township somewhere. Sir? It's going down. You better make an announcement on (UI). It's over Mt. Pleasant somewhere. Hello?  
(Call terminated.)



## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/20/2001

[redacted]  
[redacted] was interviewed at the above address. After being advised of the identity of the interviewing agents and the nature of the interview, he provided the following:

[redacted] MARION BRITTON, but [redacted] BRITTON had dinner together on the night of 09/10/01 which is the last time that [redacted] saw BRITTON. On the morning of 09/11/01, BRITTON took a car service from her residence in Brooklyn, New York to Newark Airport to depart at 8:00am on United Airlines flight #93 to San Francisco. BRITTON was traveling to San Francisco in relation to her employment with the United States (U.S.) Census Bureau, New York, New York. BRITTON was traveling with Ms. MARTINEZ, who was also an employee of the U.S. Census Bureau in New York and in charge of computers for that agency. BRITTON did not want to go on the trip, but did it as a favor to MARTINEZ.

At approximately 9:30am or 9:45am on 09/11/01, BRITTON called [redacted] In substance the conversation was as follows: BRITTON said her plane was hijacked and [redacted] to take down the phone number [redacted] told her not to worry because they would probably just take her to some other country. BRITTON said the hijackers had cut two passengers throats. [redacted] that two planes had crashed into the World Trade Center, and BRITTON responded that she knew. BRITTON said they were turning and going to crash. [redacted] then heard a lot of screaming and then the phone went dead.

[redacted] immediately tried to call BRITTON back at [redacted] but got a message to the effect that the phone was not in service. Given the phone number BRITTON had given him, [redacted] assumed she had borrowed a cell phone from another passenger. BRITTON's personal cell phone number was (917) 842-2697. During the phone conversation [redacted] BRITTON did not mention any identifying information about the hijackers, how many there were, how they were armed, where they currently were on the plane, who was currently flying the plane, where the plane's destination was, or what other passengers

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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/17/2001 at Richmond Hill, New York

File # 265A-NY-280350-302

Date dictated N/A

by SA [redacted]  
SA [redacted]

265A-NY-280350-302

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Continuation of FD-302 of [REDACTED] , On 09/17/2001 , Page 2

on the plane were currently doing. BRITTON did not tell [REDACTED] how she knew about the two planes crashing into the World Trade Center.

[REDACTED] described BRITTON as: MARION BETTY BRITTON, a white female, date of birth 04/28/year unknown, 5'6", 190 pounds, with brown hair, green eyes, pierced ears, upper dentures, diabetes, home address 880 64th Street Apartment 5K, Brooklyn, New York, home telephone number (718) 680-7536, cellular telephone number (917) 842-2697, who typically wore a diamond ring on the ring finger of her right hand and a large, approximately one inch wide gold ring on the ring finger of her left hand, and never wore a watch.

[REDACTED] has a key to BRITTON's apartment and is going there tonight for the first time since the crash. [REDACTED] is going to BRITTON's apartment to get her mail so he can pay her bills. [REDACTED] intends to pay the rent on BRITTON's apartment for the next six or seven months, and intends to leave her personal effects in the apartment during that time. [REDACTED] stated that he will cooperate if the FBI needs to obtain any of BRITTON's personal effects for identification purposes.

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription : 09/23/2001

[REDACTED]  
[REDACTED] MARK KENDALL BINGHAM, was interviewed [REDACTED]  
[REDACTED] Also present during the  
interview was [REDACTED] After being  
advised of the identity of the interviewing agent and the nature of the  
interview, [REDACTED] furnished the following information:

[REDACTED] MARK KENDALL BINGHAM, age 31, who  
was a passenger on United Flight 93 on Tuesday, September 11, 2001.

[REDACTED]  
[REDACTED]

On Tuesday, September 11, 2001, BINGHAM called [REDACTED]  
[REDACTED] At approximately 6:35 a.m. Pacific  
Standard Time (PST), 9:35 a.m. Eastern Daylight Time (EST), the  
telephone rang several times before [REDACTED] a family friend who  
was watching the children, answered the phone. When [REDACTED] answered  
the phone, there was something wrong with the phone line, so she hung  
up the phone. At approximately 6:44 a.m. PST (9:44 a.m. EDT) the  
phone rang again. [REDACTED] answered the phone and the caller was MARK  
BINGHAM. BINGHAM told [REDACTED] that he needed to speak to [REDACTED]  
[REDACTED] and that it was an emergency.

[REDACTED] ran down the hall to [REDACTED] bedroom and  
knocked on the door. [REDACTED] was told [REDACTED] that there was an  
emergency telephone call for her. [REDACTED] proceeded down the hall  
to the telephone. When she answered the phone, the caller was BINGHAM.  
BINGHAM said [REDACTED] "this is MARK. I just want to tell you  
I'm on a plane and it's being hijacked." [REDACTED] then got a piece  
of paper and asked BINGHAM what flight he was on. BINGHAM replied,  
"United Flight 93." [REDACTED] told BINGHAM to stay on the telephone  
and that she was going to get [REDACTED]

As [REDACTED] proceeded down the hall, she was met [REDACTED]  
[REDACTED] had heard the telephone ring and exited her  
bedroom. [REDACTED] MARK, was on the

ALL INFORMATION CONTAINED  
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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/17/2001 at Champion, PA

File # 265A-NY-280350-302

Date dictated 09/21/2001

by SA [REDACTED] clh

265A-NY-280350-302

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Continuation of FD-302 of [REDACTED] , On 09/17/2001 , Page 2

telephone and that he was on United Airlines Flight 93 and that it was being hijacked. [REDACTED] then ran to the telephone to speak [REDACTED]  
[REDACTED]

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/11/2001

PHILIP G. BRADSHAW, [REDACTED]

[REDACTED] was interviewed via the [REDACTED]. After being advised of the identity of the interviewing agent and the nature of the interview, BRADSHAW provided the following information:

BRADSHAW's wife, SANDRA BRADSHAW, was a flight attendant on UNITED AIRLINES, flight 93, traveling from Newark to San Francisco, working first class passengers. SANDRA called BRADSHAW a little before 10:00 a.m. while on the flight and asked BRADSHAW if he had seen what happened today. BRADSHAW told SANDRA that two planes had crashed into the World Trade Center in New York City. SANDRA then told BRADSHAW that her plane had been hijacked. She continued to state that the plane had been hijacked by three men with dark skin, and SANDRA stated "They almost looked Islamic." One of the hijackers was seated in first class and SANDRA actually looked at him, this hijacker was "a little short guy." The other hijackers were seated in the back of the plane. SANDRA only saw the hijackers carrying knives as weapons. All three of the hijackers put red headbands on their heads as they were hijacking the plane. Additionally, SANDRA did not know the location of the plane but she thought that the plane might be around the Mississippi River because they had just passed over a river.

SANDRA stated the hijackers went up to the front of the plane and all passengers and flight attendants were in the rear of the plane. SANDRA told BRADSHAW that she counted about 27 people in the back of the plane with her. The pilots were not in the back of the plane.

SANDRA did not say anything about what the hijackers said nor the language spoken during the hijacking. Further, SANDRA did not say if the hijackers went into the cockpit of the plane or not.

SANDRA was permitted to use the phone and speak freely, therefore, BRADSHAW opined that the hijackers were not closely watching the passengers. Additionally, SANDRA told BRADSHAW that the passengers were getting hot water out of the galley and were going to rush the hijackers.

At the end of the telephone call, SANDRA told BRADSHAW that everyone was running up to first class and she hung up the telephone.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/01 at Chicago, Illinois (telephonically)

File # 265A-NY-280350; 265A-WF-222811; HQ-265D-HQ-1348101

Date dictated 09/11/01

by SA [REDACTED] /mwm

(01/26/1998)

## FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE

Date: 04/01/2002

b6  
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To: ATLANTA

From: ATLANTA

Approved By: MSH

Drafted By: [REDACTED]

Case ID #: 265A-NY-280350-AT (PENDING)

Title: PENTTBOMB;  
MAJOR CASE 182

Synopsis: ICF #: AT1348

Details:

### INFORMATION CONTROL FORM

Control Number: AT1348

Priority: IMMEDIATE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: [REDACTED] (FNU)

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

Affiliation:

Phone Number: [REDACTED]

Information Received Date: 09/13/2001 Time: 8:25 AM

Prepared By: [REDACTED]

Component/Agency: I&I/FBI

Event: [REDACTED] CLAIMED TO HAVE CALLED THE FBI  
HOTLINE LAST EVENING TO REPORT A CELL PHONE CALL RECEIVED  
FROM MARK LNU, A PASSENGER ON FLIGHT 93. SHE SAID SHE HAD  
FORGOTTEN INFORMATION LAST NIGHT AND WISHED TO UPDATE HER  
REPORT. MARK CALLED [REDACTED] BY MISTAKE. HE WAS  
ATTEMPTING TO CALL [REDACTED] HOWEVER, ONCE SHE REALIZED  
WHAT WAS HAPPENING, SHE ATTEMPTED TO KEEP HIM ON THE LINE.

MARK TOLD HER ONE OF THE FOUR HIJACKERS WAS A PILOT. AS HE MADE HIS WAY TO THE FRONT OF THE PLANE, HE RAISED HIS RIGHT ARM AND SAID, 'HAIL, HAIL HUSSEIN WILL REIGN.' A FEMALE PASSENGER WHO WAS VERY DISTRAUGHT MADE A NEGATIVE RESPONSE TO THIS. A SECOND HIJACKER LOST HIS TEMPER AND CUT THE WOMAN'S ARM FROM SHOULDER TO ELBOW. A MALE PASSENGER ATTEMPTED TO TOURNIQUET THE WOUND, BUT THE SECOND HIJACKER PUSHED THE INJURED WOMAN INTO THE SEAT AND PLACED A KNIFE TO HER THROAT. THE FIRST HIJACKER REPEATED HIS 'GESTURE' AND THEN PROCEEDED TO THE COCKPIT. MARK TOLD [REDACTED] [REDACTED] THAT HE AND TWO OTHER PASSENGERS WERE PLANNING TO STORM THE COCKPIT DOOR AND TAKE OVER THE PLANE. THE ORIGINAL TARGET FOR THIS PLANE WAS THE CAPITOL BUILDING, ACCORDING TO [REDACTED]

Event Date: 09/11/2001 Time:

References:

Categories: 800 NUMBER

FAXED TO SIOC

Event Reviewed By: MSH

Lead Required?: NO

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- 1 -

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/29/2002

[redacted]  
[redacted] was interviewed at her place of employment. [redacted] is employed as a receptionist [redacted]

[redacted] After being advised of the identity of the interviewer and the nature of the interview, [redacted] provided the following information:

[redacted] WALESKA MARTINEZ, female Hispanic, date of birth October 15, 1963, who was one of the victims on United Airlines Flight # 93. [redacted] MARTINEZ [redacted] for seven (7) years and have resided at [redacted] since 1998.

On September 11, 2001, at approximately 06:15 AM, MARTINEZ was seen off at her residence [redacted]

[redacted] MARTINEZ was en-route via taxi-cab to Newark International Airport, to fly to San Francisco on business for her employer, the United States Census Bureau.

[redacted] the Path Train to go to work from Jersey City, NJ, to the World Trade Center Path Station in lower Manhattan. On September 11, 2001, [redacted] left her residence at approximately 08:30 AM, used the Path Train to Manhattan but due to the attack the train was re-routed to Grand Central Station. [redacted] used the NYC Subway System to go to downtown Manhattan. The subway stopped en-route to downtown Manhattan, and due to the attack did not move and at approximately 12:00 PM [redacted] and the other passengers were escorted off the train. [redacted] returned to her residence and was informed by [redacted] that United Airlines Flight # 93 had been hijacked and crashed.

[redacted] was informed that a GTE Airfone call from United Airlines Flight # 93 was placed to the Dratel Group telephone number 212-509-3400 at 09:45 AM for 138 seconds. [redacted] stated that she was not in the office at that time and she received no message that MARTINEZ had called. [redacted] believes that due to the fact that the Dratel Group is located in close proximity to the WTC, the switchboard at Dratel was receiving numerous calls from family and friends of employees. Due to the large volume of calls, callers were placed on hold and it is

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 04/25/2002 at Washington, D.C. (telephonically)

File # 265A-NY-280350

Date dictated

by [redacted] FBI/NYPD JTTF



265A-NY-280350

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Continuation of FD-302 of [REDACTED], On 04/25/2002, Page 2

possible that MARTINEZ was placed on hold and was not able to leave a message. [REDACTED] further stated that she did not receive a call on her answering machine at her residence nor on her personal cell phone on September 11, 2001, from MARTINEZ.

[REDACTED] stated that MARTINEZ had two cell phones; one for personal use [REDACTED] using telephone carrier Sprint and one from her employer [REDACTED] using telephone carrier Verizon.

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 06/11/2002

[redacted] Verizon Airfone Customer Service Representative, [redacted] was interviewed at her place of employment, 2809 Butterfield Road, Oak Brook, Illinois, [redacted]. After being advised of the agent's identity and the nature of the interview, [redacted] provided the following information:

As a part of her normal duties, [redacted] answered a phone call at approximately 8:40 a.m. Central time, September 11, 2001. Her computer screen indicated that this call originated aboard a flight operated by United Airlines. [redacted] and her coworkers were aware of the commercial aircraft impacts at the World Trade Center. She greeted the caller who in turn identified himself as TODD BEAMER. BEAMER advised that his flight was being hijacked. He saw two people with knives and stated further that "we think we saw someone entering the cockpit." [redacted] concluded that this person was in addition to the two people with knives.

BEAMER remained very calm and courteous while conveying this information. Furthermore, [redacted] recalls an absence of the usual background sounds created by the activity and conversations of other passengers. Because of his professional demeanor, [redacted] asked BEAMER if he was a pilot to which he responded in the negative. [redacted] asked him to hold while she conferred with her supervisor. [redacted] supervisor, was in the room at the time. [redacted] proceeded to advise [redacted] of the hijacking report while keeping BEAMER on hold. [redacted] to obtain/confirm the caller's identity as well as the flight number, origin, and destination in order to provide it to law enforcement officials. [redacted] estimates this hold period to be less than two minutes.

[redacted] returned to BEAMER with the directed queries. BEAMER restated his identity and as [redacted] recalls, advised that he was aboard United flight 99 originating in Newark and landing in San Francisco. After providing the requested information, BEAMER asked if he could be connected with his wife, or if that was not possible, if a message could be passed to his wife telling her that he loved her. In order to pass the information needed [redacted] placed the call on hold for a period less than thirty seconds. [redacted] continued

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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 06/05/2002 at Oak Brook, Illinois

File # 265A-NY-280350-302

Date dictated 06/11/2002

by SA [redacted]

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265A-NY-280350-302

Continuation of FD-302 of [REDACTED], On 06/05/2002, Page 2

conversing with BEAMER for a short period, after which, [REDACTED] relieved her on the call. An interview of [REDACTED] is documented in 265A-NY-280350-OUT, serial 3255.

[REDACTED] recalls the total period of time she spent either speaking with BEAMER or conferring with [REDACTED] to be less than ten minutes. She estimates placing BEAMER on hold three times during her period on the call, once for less than two minutes and twice for less than thirty seconds. She does not recall any description from BEAMER regarding the clothing or ethnicity of the hijackers during their exchanges.

Of further note, a print of the computer screen containing administrative information regarding the call was made when the call was disconnected. This information was to be passed to the engineering department in order to determine where the call was made on the aircraft.

## FEDERAL BUREAU OF INVESTIGATION

**Precedence:** IMMEDIATE

**Date:** 09/11/2001

**To:** Counterterrorism  
Boston  
Washington Field

b6  
b7C

**From:** Dallas  
DT

**Contact:** SA [REDACTED]

**Approved By:** [REDACTED]

**Drafted By:** [REDACTED]:db

**Case ID #:** 265D-HQ-1348101  
265D-WF-222811  
265D-NY-280350

**Title:** PENTBOMB

**Synopsis:** Communication to advise recipients of telephone conversation that took place between Flight Attendant Amy Sweeny, American Airlines Flight #11, and Flight Services Manager Michael Woodward during hijacking of American Airlines Flight #11.

**Details:** For information of Boston, Dallas received information from American Airlines Security Personnel which indicates that a telephone conversation took place during the hijacking and subsequent crash of American Airlines Flight #11. Parties to this conversation were Flight Attendant Amy Sweeny (on board Flight #11) and Base Manager Michael Woodward (at Logan Airport). The conversation went generally as follows:

Sweeny: "The plane has been hijacked...flight attendant number 5 from business class and flight attendant number 1 from first class have both been stabbed...a hijacker also cut the throat of a business class passenger and he appears to be dead...the hijackers (four total) were all of middle eastern descent...three were sitting in business class...one spoke English very well." Sweeny then provided seat numbers 9B, 10C, 9G, and 9E as those being used by the four hijackers.

The conversation continued wherein Sweeny advised that the hijackers had just gained access to the cockpit. Sweeny then told Woodward that the plane suddenly changed direction and began to descend rapidly. At that point, Sweeny tried to contact the cockpit but did not get a response. Woodward then asked Sweeny if she knew

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

REQ. #35-13

174,175

ser 3

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To: Counterterrorism From: Dallas  
Re: 265D-HQ-1348101, 09/11/2001

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their location. Sweeny advised, "I see water and buildings...Oh my God, Oh my God...(end of conversation)."

American Airlines Security advised that Michael Woodward can be reached at [REDACTED]

LEAD(s):

Set Lead 1:

BOSTON

AT BOSTON

Contact American Airlines Flight Services Manager Michael Woodward at telephone number [REDACTED] to obtain details of his conversation with Flight Attendant Amy Sweeny.

Set Lead 2: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and Clear.

Set Lead 3: (Adm)

WASHINGTON FIELD

AT WASHINGTON

Read and Clear.

Set Lead 4: (Adm)

NEW YORK

AT NEW YORK

Read and Clear.

♦♦

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

b6  
b7C

Date of transcription 09/12/2001

[redacted] Flight Services, American Airlines (AA), AA Flight Academy, Systems Operations Center, 4601 Hwy 360, Fort Worth, Texas 76155, after being apprized of the identity of the interviewing agent, provided the following information:

On 09/11/2001, [redacted] conducted a flight service system conference call. During the call MICHAEL WOODWARD, AA Flight Services Manager, Boston, told her that he received a telephone call from AA flight 11. The caller was flight attendant AMY SWEENEY. According to WOODWARD, SWEENEY's call came from either a cell telephone or an air phone on the aircraft.

The call from SWEENEY was initially received by EVY NUNEZ, manager on duty at AA Boston. NUNEZ became very distraught early in the conversation; WOODWARD took over the call from NUNEZ.

SWEENEY told WOODWARD that the flight had been hijacked and the number one flight attendant had been stabbed. The number one flight attendant was in the first class section of the aircraft. The number five flight attendant had also been stabbed in the business class section of the aircraft. According to SWEENEY, the number five attendant's injury was not life threatening. SWEENEY also relayed that one hijacker cut the throat of a passenger in business class. That passenger was believed to have died as a result of his wound.

SWEENEY believed there were three hijackers in the business class section of the aircraft. All three hijackers were of Middle Eastern decent. At least one of the hijackers spoke English very well. The hijackers occupied seats number 9B, 9E, 9G, and 10C.

SWEENEY described the atmosphere in the aircraft as calm while the hijacking was carried out. At one point, the hijackers gained access to the cockpit of the aircraft. SWEENEY further relayed to WOODWARD that after the hijackers entered the cockpit, the plane changed direction and began to descend rapidly. During the descent phase, SWEENEY attempted to contact the cockpit; she did not get a response.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/2001 at FORT WORTH, TEXAS

265D-NY-280350

File # 265D-HQ-1348101, 265D-WF-222811

Date dictated 09/12/2001

by SSA [redacted]

174,175

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265D-HQ-1348101, 265-WF-222811, 265D-NY-280350

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Continuation of FD-302 of

[REDACTED]

, On 09/11/2001, Page 2

WOODWARD asked SWEENEY if she could tell where they were. SWEENEY responded "I see water; I see buildings. Oh my God; Oh my God." No further communication was received from SWEENEY; the telephone call ended.

MICHAEL WOODWARD can be contacted at telephone number [REDACTED] Logan Airport, may have additional details regarding communication between SWEENEY and WOODWARD. She can be contacted at telephone number [REDACTED]

[REDACTED] is further described as follows:

Sex:

Race:

Telephone number:

[REDACTED]

[REDACTED]



b6  
b7C

09/12/2001

MICHAEL WOODWARD, Flight Service Manager, American Airlines (AA), was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts.

After being advised of the personal and official identities of the interviewing Agent and the identity of [REDACTED] Massachusetts State Police (MSP), WOODWARD provided the following information:

WOODWARD stated he is a flight service manager for American Airlines in Boston, Massachusetts. His job duties are to manage the flight crews on American Airlines flights.

On September 11, 2001, WOODWARD came to work at Logan Airport at 6:45 AM. WOODWARD was one of three managers on duty in the AA office. Sometime after 8:00 AM, [REDACTED] told him that two flight attendants had been stabbed and were administered oxygen. [REDACTED] the plane was at Gate 32 and he went with [REDACTED] to see if the plane was still there. They went to the gate, realized the flight had left and came back downstairs. Upon returning to the flight service office, WOODWARD learned that the call between [REDACTED] and the flight attendant had been disconnected.

Shortly thereafter, the AA flight attendant AMY SWEENEY called on the airphone from Flight 11 and stated the flight had been hijacked. SWEENEY told WOODWARD the #1 attendant (KAREN MARTIN) and the #5 attendant (BOBBY ARUSTIGUE) has been stabbed. SWEENEY also stated that a business class passenger was stabbed and a doctor and nurse were caring for him. SWEENEY stated that three (3) hijackers gained access to the cockpit and the flight crew could not gain access or communicate with the pilots or the cockpit.

The hijackers were sitting in seats 10B, 9C, and 9G or 9D and 9G. SWEENEY described the hijackers as three Middle Eastern males. One of the males spoke good English and another spoke poor English.

ALL INFORMATION CONTAINED  
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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

09/11/01

Boston, MA

265A-NY-280350-302

09/11/01

SA [REDACTED]

REQ. #35-13

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MICHAEL WOODWARD

09/11/01

2

As the conversation continued, SWEENEY told WOODWARD the gentleman in business class is not going to make it because his

throat is slashed and he is bleeding severely. She said that she did not think the captain was flying the plane. SWEENEY described how they were flying low over the water, then said "OH my God" and the call was terminated.

Before the plane crashed, SWEENEY stated that AA flight attendant, BETTY ONG, was in the last row of the coach section talking to someone on the air phone.

WOODWARD took notes while he was talking to SWEENEY which he signed and dated and gave to the interviewing Agent.

The following identifying information was obtained from WOODWARD:

NAME:  
DATE OF BIRTH:  
SSAN:  
ADDRESS:

MICHAEL WOODWARD

MASSPORT ID#:  
AA ID#:

A large rectangular black box used to redact identifying information from the document.

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

DL-336  
Case #265D-NY-280350

This is a taped telephone conversation between Flight Attendant BETTY ONG of AMERICAN AIRLINES and the AMERICAN AIRLINES SOUTHEAST RESERVATION CENTER, WINSTON and VANESSA. She was on Flight 11 of AMERICAN AIRLINES. Today's date is September 11, 2001.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

Investigation on 09/11/2001 at Terry, North Carolina (telephonically)

File # 265D-NY-280350

Date dictated 09/11/2001

by SA [redacted] /sld

265D-NY-280350

b6  
b7cContinuation of FD-302 of BETTY ONG, On 09/11/2001, Page 2LARRY WANSLEY  
(WANSLEY):

Today's date is September 11, 2001. The time is 12:28 p.m., Central Time. I'm LARRY WANSLEY, Managing Director, Corporate Security, American Airlines, Dallas Headquarters, telephone number, [REDACTED] I'm on the line with NYDIA GONZALEZ who will relay a conversation and statement as to what transpired this morning. NYDIA would you please state your name and spell it, etc.

NYDIA GONZALEZ  
(GONZALEZ):

My name is NYDIA GONZALEZ, N-Y-D-I-A, GONZALEZ, G-O-N-Z-A-L-E-Z. I'm calling number [REDACTED]

WANSLEY:

And NYDIA, you are at the RALEIGH RESERVATION CENTER. Is that correct?

GONZALEZ:

I'm at the SOUTHEAST RESERVATION CENTER in Terry, North Carolina.

WANSLEY:

And your telephone number is?

GONZALEZ:

Area code [REDACTED]

WANSLEY:

Okay, and uh, would you relate the incident as it occurred this morning?

GONZALEZ:

I'm the Operations Specialist on duty at the time and I would say at approximately 8:20, one of our employees received a phone call from, from a flight attendant on one of our flights. She answered the call through our International Resolution Desk who in turn hit the emergency button and at that time I started listening on a call. The flight attendant's name was BETTY ONG and she was relaying to us what was happening on the aircraft. Letting us know about uh two gentlemen who had gotten into the cockpit and how two of the flight attendants had been stabbed.

WANSLEY:

Okay NYDIA, uh it is my understanding that that conversation is recorded. Is that correct?

GONZALEZ:

I have it recorded and do you want it?

WANSLEY:

Yes, if you will proceed and play it.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 3

GONZALEZ: I'm gonna try to play it now, I don't

FLIGHT ATTENDANT

(BETTY ONG): (UI) This is ah ONG. We can't breathe (UI). He's got mace or something.

WINSTON: Can you describe the person that you said went into the flight deck or (UI)?

ONG: I'm, I'm sitting in the back coming back from business. Can you hold on for one second, he's coming back?

Unintelligible noise in background.

ONG: On, on number one. He stood upstairs (UI). Ah, nobody knows what he's going to do. (UI) Ah, I'm (UI) is his (UI) right now. (UI) Ah, we can't get to the cockpit, the door won't open. Hello?

WINSTON: Can you (UI) information relative to ah, you know, force, force that. Uhm, at this point? What operation, what flight are we talking about, Flight 12?

ONG: Right now? Okay. We're on Flight 11 right now. Flight 11.

WINSTON: Flight 11, okay.

ONG: (UI) we are working on

WINSTON: Yeah.

ONG: One of the flight attendants (UI) has been stabbed.

VANESSA: Can anybody get up to the cockpit? Can anybody get up to the cockpit?

ONG: We can't even get a manager to the cockpit. We don't know what's going on up there.

WINSTON: (UI) keep the door closed and

ONG: Okay.

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 4

WINSTON: (UI) Did you see the girl who got stabbed?

ONG: I think the guys are up there. They might have gone, they are on their way up there or, or something. Nobody can call the cockpit to see if we can get inside. Hey, is anybody still there?

WINSTON: Yes, I'm still here.

ONG: Okay, I'm staying on the line as well.

WINSTON: Okay.

VANESSA: (UI), who is calling reservations? Is it a flight attendant, or who? (UI)

WINSTON: We need for (UI) call.

ONG: I'm number three. I'm number three on this flight. (UI) on this flight and (UI) Flight 11 (UI). Have you guys called anyone else? You know, ah somebody's calling medical and we can't get them.

UNIDENTIFIED MALE  
(UM): (UI) Is anybody there? Is anybody there?

WINSTON: What, what seat are you in? What seat are you in?

ONG: We've just left Boston and we're up in the air. We're suppose to go to LA and (UI).

WINSTON: But what seat? What's the number of your seat?

ONG: Okay. I'm in the jump seat right now. 3R

WINSTON: Okay, are you the flight attendant? I'm sorry, did you say you're the flight attendant?

ONG: Hello?

WINSTON: Hello, what is your name?

ONG: Uhm, you'll have to speak up. I can't hear you.

WINSTON: What is your name?

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 5

ONG: Okay, my name is BETTY ONG. I'm number three on Flight 11.

WINSTON: Okay.

ONG: The cockpit is not answering their calls and there's somebody back in business class and there, we can't breathe in business class. Somebody's got mace or something.

WINSTON: Can you describe the person that you said, someone is flying business class?

ONG: I'm, I'm sitting in the back, he's coming back from business. If you can hold on for one second, he's coming back.

Unintelligible in background.

ONG: Our, our number one who (UI) stabbed. Or, something stabbed. Ah, nobody knows who stabbed who and we can't even get up to business class because nobody can breathe. Our number one in (UI) stabbed right now. In number five. The first class passenger that, ah first ah class galley flight attendant and our passenger is stabbed. We can't get to the cockpit, the door won't open. Hello?

WINSTON: Yeah, we're getting all the information. We're also, you know, of course, recording this. Uhm, at this point?

VANESSA: This is operations. What flight number are we talking about?

WINSTON: Flight 12.

VANESSA: Flight 12, okay.

ONG: Okay, we are Flight 11 right now. This is Flight 11.

WINSTON: This is Flight 11, okay.

ONG: Boston to Los Angeles.

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 6

WINSTON: Yeah.

ONG: And the one that has been stabbed and our flight attendant has been stabbed.

VANESSA: Can anybody get up to the cockpit? Can anybody get up to the cockpit?

ONG: We can't even get into the cockpit. We don't know who's up there.

WINSTON: (UI) keep the door closed and

ONG: I'm sorry?

WINSTON: Can they not see the girls get upset?

ONG: I think the guys are up there. They might have gone or they are on their way up there or, or something. Somebody can call the cockpit. We can't even get inside. Is anybody still there?

WINSTON: Yes, we're still here.

ONG: Okay, I'll stay on the line as well.

WINSTON: Okay.

VANESSA: (UI) who is calling reservations? Is it a flight attendant or who?

WINSTON: I believe her name is BETTY ONG.

VANESSA: BETTY.

ONG: I'm number three, I'm number three on this flight. (UI) on this flight.

WINSTON: Yeah.

ONG: I'm Flight 11.

VANESSA: From where to where? Have you guys called anyone else?

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 7

ONG: No, we're just calling medical and we can't get

Recording concluded.

GONZALEZ: That's as far as it goes.

WANSLEY: Okay. The conversation lasted another five or ten minutes but that's all the recording we have?

GONZALEZ: Right.

WANSLEY: Okay.

GONZALEZ: Communications is checking into it to find out why cause the emergency button was on the whole time.

WANSLEY: Okay, okay, as you recall, what was the ah, the balance of the conversation? Can you?

GONZALEZ: We were trying to determine uh, at that point I was on the phone with CRAIG, to determine whether there had been an fatalities or what if they had any description of, or if there had been any PA announcements made from the ah, from the pilots. If they had gotten any word from anyone like that.

WANSLEY: I see, and, and you didn't, you didn't have anymore follow-up uh as to those questions?

GONZALEZ: No, no she just repeated the same, she uh gave us the condition of the number one flight attendant at one point. She became conscious, they were giving her oxygen, and ah then she told us that one of their passengers, DANIEL LORD, I think the name was, uh, they believed him to be fatally stabbed.

WANSLEY: Okay.

GONZALEZ: He was one of our passengers in first class.

WANSLEY: Okay.

GONZALEZ: And then she started telling us about how erratically the flight was going, descending really fast and sideways.



265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 8

WANSLEY: Okay, and she was at the rear of the plane on the jump seat. Is that right?

GONZALEZ: And she told us how the first class passengers had been brought back to coach.

WANSLEY: Uh, anything else that you recall?

GONZALEZ: Uh, basically that was it.

WANSLEY: Okay, so uh, at, at the end of that conversation did she say anything about uhm, where we're going in or did it just

GONZALEZ: No, no.

WANSLEY: Stop.

GONZALEZ: No, at that point she was just saying, "Oh, my God, the flight, it's going down, it's going down."

WANSLEY: Okay, those were her last comments?

GONZALEZ: Basically, "We're, we're going down." Yeah, and she did ask for us to pray for her.

WANSLEY: Okay. Did, ah, I assume that she was on a cell phone is that right?

GONZALEZ: Uh, I, I don't know. We didn't determine that.

WANSLEY: Okay, I, I wanted to clarify that if you had that information.

GONZALEZ: With WINSTON and ah VANESSA to see if they recall.

WANSLEY: Okay. Well, NYDIA. I think that uh, that'll conclude what we need to do at this particular point if you can, if you can fax those two statements to me.

GONZALEZ: I will.

END OF TAPE.

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 9

-1-

## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/15/2001

[redacted]  
[redacted]  
[redacted]  
[redacted] was interviewed in the Hilton Hotel at Logan Airport. Also present during the interview was [redacted] Massachusetts State Police (MSP). [redacted] was advised of the identity of the interviewing agents and the nature of the inquiry. Thereafter, [redacted] provided the following information voluntarily:

[redacted] PHILIP M. ROSENZWEIG, a passenger on AMERICAN AIRLINES flight number 11 (AA #11). PHILIP was an executive for SUN MICROSYSTEMS, a computer firm, and was traveling to California on business.

LIMO 18, a limo service located in Woburn, MA, picked up PHILIP at approximately 6:00 a.m. on September 11, 2001.

PHIL traveled with a black roller-board carry-on suitcase and a laptop computer case.

PHILIP wore a basic gold wedding band. As the wedding band was a replacement, [redacted] believed that it was not engraved. PHILIP also wore a watch with a black leather wrist band.

PHILIP bore surgery scars on his lower and upper back and scars from two hernia operations.

PHILIP's cell phone number was [redacted] the carrier either being Sprint or Cellular One. [redacted] answering machine recorded an unintelligible phone call between 8:44 a.m. and 9:00 a.m. on September 11, 2001. [redacted] believes PHILIP might have attempted to call her.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

Investigation on 09/12/2001 at Boston, Massachusetts

File # 265D-NY-280350

Date dictated 09/15/2001

by SA [redacted]

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

b6  
b7C

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

[redacted]  
[redacted] was interviewed at his place of employment, AMERICAN AIRLINES (AA) SOUTHEASTERN RESERVATIONS OFFICE, 500 Gregson Drive, Cary, North Carolina, [redacted] [redacted] was advised of the official identity of the interviewing agent and the nature of the interview. He then provided the following information:

On September 11, 2001, [redacted] duty at the Information Center when he received a report of an emergency telephone call which was being handled by a representative in the International Department.

[redacted] was informed the call concerned a hijacking and went to the station of VANESSA MINTER whom he replaced on the telephone call. When [redacted] began listening to the call, Operations Specialist NYDIA GONZALEZ was already on the line. GONZALEZ was handling the dialogue with the individual who placed the call and [redacted] simply listened.

[redacted] the individual who placed the call was a Flight Attendant named BETTY. BETTY further identified herself as being Flight Attendant Number 3 on AA Flight 11. Flight Attendant Number 3 was the AA designation for the attendant who serviced the coach section of the plane and was typically stationed in the rear of the aircraft. BETTY (LAST NAME UNKNOWN) (LNU) was questioned as to whether there were any injuries. BETTY stated the individual who was seated in 9B, further described as [redacted] appeared to be dead. Flight Attendant Number 1 was stabbed and in serious condition. Flight Attendant Number 1 had been placed on oxygen. Flight Attendant Number 5 had also been stabbed, but was not described as being in serious condition. [redacted] explained that Flight Attendant Number 1 is the Head Flight Attendant and typically services the First Class area of the plane. Flight Attendant Number 5 could be responsible for working anywhere on the cabin.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by SA [redacted] :egp

265D-NY-280350-CE

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b7C

Continuation of FD-302 of [REDACTED]

, On 09/12/2001 , Page 2

[REDACTED] listened as BETTY relayed that a passenger who was seated in 10B was currently in the cockpit. This passenger's name was provided and phonetically reported as SAMIR AL ASAQUAMI.

BETTY informed the First Class passengers had been moved to the coach section but did not specify if this was done by the flight crew or the hijackers. It appeared [REDACTED] that BETTY (LNU) was getting her information from another individual and relaying it to the Reservations Office.

BETTY began explaining that the plane was rapidly descending and that they were going down fast. Thereafter, the phone call was disconnected. [REDACTED] looked at the clock which indicated the time was approximately 8:43 A.M.

Throughout the conversation, Flight Attendant BETTY (LNU) provided no indication of where the aircraft was headed or the purpose of the hijacking attempt.

[REDACTED] estimated he listened to approximately ten minutes of a conversation which was reported to be in excess of twenty (20) minutes in length.

[REDACTED] overheard no reference to the total number of flight attendants, the total number of hijackers, or how soon the event occurred after takeoff.

[REDACTED] had no indication as to what was used to stab the flight attendants.

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

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b7C

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267; CE66; AND CE233

NYDIA E. GONZALEZ, Hispanic female, [REDACTED]  
[REDACTED]

[REDACTED] was interviewed at her place of employment, American Airlines (AA) Southeastern Reservation Center (SERO), 500 Gregson Drive, Cary, North Carolina 27511, telephone number [REDACTED]. After being advised of the identity of the interviewing Agent and the nature of the interview, GONZALEZ provided the following information:

GONZALEZ is a Reservation Operations Specialist for the AA, employee number [REDACTED]. She has been working for AA for approximately 20 years. The SERO is one of several AA's air travel reservation call centers. Their main reservation center is located in Dallas, Texas. GONZALEZ is a supervisor in charged of monitoring calls and coordinating any emergency calls with their main office as necessary.

On September 11, 2001, on or about 8:20 AM, GONZALEZ was at her desk when she received an emergency signal light on her telephone console. (The emergency signal can be initiated by any AA reservation agent by pressing a button at their desk, whenever they receive a call deemed to be emergency in nature.) The emergency signal light was initiated by WINSTON SADLER, one of the reservation agent on duty, who received a call from a woman identified as BETTY ONG. GONZALEZ monitored the telephone conversation between SADLER and ONG. ONG identified herself as the "number 3" flight attendant (FA) on the AA flight number 11, from Boston to Los Angeles. ONG said that she was sitting on the "jump seat 3R" at the rear of the aircraft, and she advised that somebody got stabbed in business class, onboard the airplane. At that point, GONZALEZ contacted CRAIG MARKEE, the manager on duty at the AA Security Operations Control (SOC) located in Dallas, Texas. GONZALES was coordinating the call with MARKEE while she monitored the conversation between SADLER and ONG. ONG reported that the number 1 and number 5 FA's got stabbed, and that nobody can

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HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by SA [REDACTED]:pl:egg

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265D-NY-280350-CE

Continuation of FD-302 of Nydia E. Gonzalez, On 09/12/2001, Page 2

get into the cockpit. GONZALES deduced later in the conversation that the lead FA, number 1, had been seriously stabbed and might be unconscious. The number 1 FA was on oxygen at some point. The number 5 FA was also stabbed, but the injury was not serious. GONZALEZ said that ONG was at the rear of the airplane and did not see the knife weapon. GONZALEZ was relaying the information back to MARKEE as ONG described the situation on the airplane.

GONZALEZ advised that when SADLER pressed the emergency button, the telephone conversation was being recorded automatically on a Rockwell telephone recording device. The recording device is capable of recording only up to 4 minutes. The duration of telephone contact with ONG lasted approximately 23 to 25 minutes. She said that the recorded portion of the conversation was provided to the FBI. The unrecorded portion of the conversation is as follow:

ONG advised that there appeared to be two passengers locked in the cockpit, one of which was assigned to seat 10B, business class, under the name of AL SUGAMI (phonetic). ONG was getting this information from other flight attendants. She did not see the two passengers, and could not provide any physical descriptions of them.

GONZALEZ asked ONG about the condition of all passengers and whether the flight crew made any announcements. ONG said that no announcements were made, and that the passengers in coach class suspect something was going on, but were not aware of the situation. ONG said that the First Class passengers were moved to Coach, and that the Business Class cabin was sprayed with possibly mace. ONG said that it was difficult to breathe, and it was difficult to see what was going on in the Business and First Class. ONG told GONZALEZ that she was informed by other FA's that a passenger by the name of DANIEL LEWIN may have been fatally wounded. GONZALEZ said that LEWIN may have been on sit 9B, but that information is not confirmed.

ONG kept GONZALEZ appraised of the flying condition of the airplane, and that from time to time the airplane was taking rapid descents and flying sideways, erratically. Throughout the call, GONZALEZ did not hear much commotion on the background. There were moments in the conversations where ONG asked for their prayers. GONZALEZ tried to keep the line open and kept

265D-NY-280350-CE

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b7CContinuation of FD-302 of Nydia E. Gonzalez, On 09/12/2001, Page 3

ONG talking. At one point, ONG started to cry and said "Oh God Oh God, what is going on!" and the call ended. GONZALEZ later saw what happened on the television news coverage of the destruction of the World Trade Center.

On a separate matter, GONZALEZ told the writer about another call on or about 9:30AM, September 11, 2001, by a woman named [redacted] from Eugene, Oregon. This call was received by AA Reservation Agent [redacted] who also pressed the emergency button to notified GONZALEZ. [redacted] reported that [redacted] (last name not reported), flew on AA flight number 2076 from Dallas, Texas (DFW) to Portland, Oregon (PDX) on Sunday, September 9, 2001. Upon returning to his home in Eugene, Oregon, he opened his suitcase and found that all of his belonging, with the exception of his toiletries, were missing inside the suitcase. Instead, he found several plastic bags, fuses, and 3 memos written in Arabic. [redacted] reported that in the memos, she could only read the English words "Millbroke, CT" and "Winsted, CT", and that the memos were dated in July. [redacted] said that her father was certain that the suitcase was his, and that his toiletries were in there. GONZALEZ did not have any additional information regarding the details of the contents of the suitcase or the description of fuses found. On September 11, 2001, she contacted AA Security Managing Director, LARRY [redacted] and reported the incident right after the call.



- 1 -

## FEDERAL BUREAU OF INVESTIGATION

b6  
b7c

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBER: DL267 AND CE66

VANESSA DIAS MINTER was interviewed at the American Airlines Southeastern Reservations Center, 500 Gregson Drive, Cary, North Carolina 27511, [REDACTED] MINTER is an International Reservation Agent for American Airlines and has been so employed for one year. Also present during the interview was [REDACTED] After being advised of the identity of the interviewing agent and the nature of the interview, VANESSA MINTER provided the following information:

[REDACTED]

VANESSA MINTER advised that she arrived at work at the American Airlines Southeastern Reservations Center around 6:30 a.m. on Tuesday, September 11, 2001. She showed her security badge to access the facility and was at her work station by about 7:00 a.m. MINTER normally works a shift from 7:00 a.m. to 3:30 p.m. MINTER stated that things were going pretty slow on the morning of September 11, 2001, and that she was not receiving many calls.

At approximately 7:59 a.m., MINTER received a telephone call at her work station from a female caller. The caller's first words were, "I think we're being hijacked." MINTER asked the caller if she could hold for a moment. MINTER looked for, but was unable to find, the emergency button on her phone pad. MINTER then speed dialed the American Airlines international resolution desk. Her call was answered by WINSTON (Last Name Unknown) (LNU). MINTER told WINSTON what the caller had said. MINTER then told WINSTON that she

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DATE 01-26-2007 BY 60324 AUC/BAM/CPB/YMW

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by SA [REDACTED] :cws:egp

265D-NY-280350-CE

Continuation of FD-302 of VANESSA DIAS MINTER, On 09/12/2001, Page 2

was going to "open up the line," which resulted in she, WINSTON, and the caller all being on the telephone line at the same time. MINTER indicated that WINSTON was physically located on the other side of the building from her. WINSTON asked MINTER if she had pushed the emergency button on her phone. When MINTER responded negatively, WINSTON pushed the emergency button on his telephone. MINTER explained that pushing the emergency button causes the call to be recorded and also alerts the operations area so that one of their personnel can pick up the call. MINTER advised that she could tell from a light on her telephone that a supervisor from the Operations Department had gotten on the line. MINTER informed that [ ] (LNU) initially picked up the call for Operations. However, [ ] apparently quickly handed the call off to NYDIA GONZALES. MINTER advised that [ ] did not say anything while he was on the phone call.

MINTER stated that the caller was calm but scared. The caller identified herself as (First Name Unknown) (FNU) ONG. ONG initially said she was on American Airlines flight #12. ONG then amended her statement and said she was on flight #11 from Boston to Los Angeles. ONG said, "We're in the air." ONG told MINTER that she was sitting in a jump seat in the coach cabin in the back of the plane. When ONG said she was sitting in the jump seat, MINTER realized that ONG was either a crew member or crew-qualified. ONG stated that the #5 and the #1 had been stabbed. MINTER assumed that ONG was referring to other crew members when she referred to #5 and #1. ONG said something to the effect of, "It happened in the first class cabin." ONG mentioned that they were having trouble breathing. ONG indicated that something was in the air in the passenger cabin but did not clarify what it was. MINTER stated that ONG did not mention anything about oxygen masks being released. ONG said that they could not communicate with the cockpit. ONG stated that the hijackers were in the cockpit but did not indicate how they got in. ONG reiterated that #5 had been stabbed but that #5 was not seriously injured. ONG said that #1 was laying on the floor and was unconscious or dead. MINTER recalled ONG saying something about a passenger being stabbed and possibly being dead. ONG stated that they were trying to get through to the medical desk but could not get through. ONG said that there were no doctors on board.

MINTER stated that she thought ONG was relaying information that was being provided to her. She did not believe ONG could actually see what was going on. ONG did not indicate how she came to be sitting in the jump seat at the back of the plane. ONG stated that the passengers in the coach section of the airplane did not know what was going on.

265D-NY-280350-CE

Continuation of FD-302 of VANESSA DIAS MINTER, On 09/12/2001, Page 3

MINTER advised that GONZALES broke into their conversation and asked if the pilot had made any announcements. ONG responded that no announcements had been made and added that they could not get through to the cockpit. ONG said they could not reach the co-pilot and stated something to the effect of, "They're (the hijackers) already in the cockpit." After telling GONZALES that they could not get through to the cockpit, ONG said that the plane was descending. ONG stated that the airplane was "flying sideways." WINSTON asked if she meant the plane was flying erratically. ONG said "Yes." MINTER remembered ONG saying the plane was leveling off and then that the wings were tilting. MINTER also recalled ONG saying that the airplane was "going down" but thought she meant the plane was just descending rather than about to crash. b6 b7C

MINTER stated that ONG kept repeating herself during the conversation. ONG said repeatedly that there were stabbings. MINTER recalled hearing references to the hijackers sitting in seats 2A and 2B in the first class cabin of the aircraft. MINTER was not sure whether she heard the references to seats 2A and 2B during the phone call with ONG or later while people were talking in the American Airlines operations area. At one point during the phone conversation, ONG requested MINTER and the other parties on the call to pray for them. MINTER recalled that, toward the end of the conversation, ONG said "Oh my God!" MINTER could not recall whether she heard the "Oh my God!" exclamation directly or was told that by someone after she got off the call. MINTER also remembered ONG saying that some of the passengers were moving because they were having difficulty breathing.

MINTER advised that she did not hear the end of the phone conversation with ONG. Near the end of the call, MINTER gave her headset to [redacted] who was standing near her. [redacted] could not use MINTER's headset, because she had a custom-made earpiece. [redacted] went and got his headset. When [redacted] returned, he got on the line with ONG. MINTER stood by [redacted] as he listened to the conversation. After a short period of time, [redacted] took off his headset. When [redacted] took off his headset, MINTER realized that the plane had crashed or they had lost communication with ONG. MINTER stated that she was still going over in her mind what she had heard. MINTER estimated that she was on the telephone call with ONG for over 20 minutes before [redacted] took over for her.

MINTER stated that ONG did not give a description of the hijackers nor did she indicate how they were able to get into the cockpit of the airplane.

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b7C

265D-NY-280350-CE

Continuation of FD-302 of VANESSA DIAS MINTER, On 09/12/2001, Page 4

Following the termination of the telephone conversation with ONG, MINTER talked to her [REDACTED] told her she needed to write a statement documenting the conversation with ONG and be available for a debriefing. MINTER went to a conference room and wrote a statement describing the conversation with ONG. MINTER later ended up in the American Airlines operations area, although she was unsure how she got there.

While in the operations area, MINTER heard people talking about the hijacking. MINTER recalled someone saying something about information still being accessible in the system and heard [REDACTED] instruct someone to "block it," apparently to keep it from being seen by others. MINTER advised that the flight's manifest and passenger ticketing information were available in the operations area. Also while in the operations area, MINTER heard that the hijackers had purchased one-way airline tickets over the Internet.

While she was involved in the telephone conversation with ONG, MINTER pulled up some information on the flight on her computer. MINTER determined that flight #11 took off from Boston at 8:04 a.m. She learned that the airplane was a 767 with 92 passengers on board.

After writing her statement, MINTER waited around the operations area for awhile. MINTER began to feel that she was in the way in the operations area, so she left and went back to her terminal. At that point she felt calm and believed she was okay emotionally. MINTER took a couple of calls at her work station. The second call was from a woman in Denver who needed to travel to Frankfurt, Germany, for her mother's funeral. MINTER could not do anything to help the caller due to the suspension of all flights. The caller was upset, and that caused MINTER to become upset. At that point, MINTER left her work station and went to the lunch patio area. MINTER waited at the lunch patio in case someone needed to debrief her. MINTER tried not to speak to anyone about the telephone call with ONG, since she had been told not to talk about the conversation. MINTER stayed until 3:30 p.m. when she went home.



- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

b6  
b7c

WINSTON COURTNEY SADLER, white male, [REDACTED]

[REDACTED] was interviewed at his place of employment, AMERICAN AIRLINES (AA) SOUTHEASTERN RESERVATION CENTER (SERO), Cary, North Carolina. After being advised as to the identities of the interviewing agents and as to the nature of the interview, SADLER provided the following information:

SADLER stated he was currently employed with AA in their International Resolution Department. SADLER stated he was charged with being [REDACTED] coming into the SERO. SADLER stated that on September 11, 2001, at approximately 8:20 A.M., Customer Service Agent (CSA) VANESSA MINTER came to him stating that she had a lady on the telephone line calling from an AA flight that was being hijacked. SADLER stated that MINTER seemed to be panicked and stated she could not find her "emergency button" on her telephone. SADLER offered to take the call so MINTER transferred the call to SADLER. SADLER explained that the telephone system operated by AA allowed for him to be connected onto a line from one of the agents and the agent still remain on the line. Once this was established, SADLER immediately activated his emergency button which further allowed the Operations Center to monitor the telephone call. SADLER stated the individual on the telephone identified herself as BETTY ONG (phonetic). SADLER stated that she identified herself as being aboard Flight Number 11 as one of the Flight Attendants (FA's). ONG further stated that people aboard the plane had entered the cockpit and that FA's Number 1 and Number 5 had been stabbed. ONG stated she was located in the coach area of the airplane. At one point in the conversation, SADLER recalled that ONG stated that all of the FA's had moved back to the coach area. ONG also stated that she did not believe that the coach passengers were aware of the hijacking. SADLER explained that the 767 airplane utilized by Flight 11 was sectioned into three sections, a coach area, a business area, and a first-class area.

ONG further stated she believed mace had been sprayed in the business class area which made it difficult to breathe. During

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Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by SA [REDACTED] AND  
SA [REDACTED]: CAT:egp

265D-NY-280350-CE

Continuation of FD-302 of WINSTON COURTNEY SADLER , On 09/12/2001 , Page 2

the entire conversation, ONG seemed to be talking to someone else in the background and retrieving information including the fact that the passenger in 9B had been injured and was possibly deceased. ONG also identified passengers seated in Seats 2A, 2B, and 10B as participating in the hijacking. SADLER stated during the telephone conversation with ONG other individuals on the line from the Operations Center, namely NYDIA GONZALEZ, participated in asking questions of ONG. During these intervals, SADLER was using his computer screen to find out information concerning Flight 11. SADLER recalled at one point, he was monitoring a readout on his computer screen where ground control was attempting to notify Flight 11 that Flight 11's transponder had been turned off. Later he checked his passenger roster to find the name of the passenger in 9B who had been hurt and identified that passenger as DANIEL LEWIN.

SADLER recalled that ONG stated she was trying to call the pilots in the cockpit, but was not getting a response. ONG had stated that no announcements had been made from the cockpit. ONG stated she attempted to find if there was a doctor onboard to assist with the wounded. ONG informed that FA Number 1 was hurt worse than FA Number 5 and they had put oxygen on FA Number 1. ONG gave the impression that FA Number 5 was sitting somewhere near her. ONG would state at times that the airplane was flying erratically. SADLER recalled these statements of erratic flying occurred several times during the conversation. SADLER also recalled that for the moments in between the erratic flying, the airplane seemed to be smooth in its flight path. SADLER stated at points in the conversation, ONG would state that the airplane was descending. SADLER stated he was convinced immediately upon taking the call, that it was a legitimate telephone call from an airplane because he was use to hearing the background noise given by airplane telephones and this call had that background noise. SADLER stated when the airplane seemed to be flown erratically, that ONG would make statements such as "please pray for us....oh God....oh God."

SADLER stated that NYDIA GONZALEZ was in the Operations Center monitoring the call almost immediately when he had first taken the call. SADLER stated during the call, he had used his computer "scratch pad" to take notes of the conversation as it occurred and these notes were not saved, but had been converted to his handwritten statement which had previously been provided to the interviewing agent.

SADLER stated the telephone call from ONG went through phases of signal fade where communication did not appear to be established but then it would always return until the very end of the call. ONG never commented on the plane's location to SADLER's recollection. ONG never

265D-NY-280350-CE

Continuation of FD-302 of WINSTON COURTNEY SADLER, On 09/12/2001, Page 3

indicated with what instrument the FA's had been stabbed. SADLER stated that he was personally "stunned" by the whole event.

A copy of SADLER's handwritten statement and a typed version are both attached to this document and made a part hereto.



- 1 -

FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

The following is a re-recorded transcription obtained from AMERICAN AIRLINES (AA) by SA [REDACTED] on Tuesday, September 11, 2001. The material is being re-recorded from a CD ROM onto an Analog Audio Tape for transcription purposes.

Flight Attendant (FA) ONG

AA Agent (WINSTON SADLER)

Operations (OP) Agent (NYDIA E. GONZALEZ)

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HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/12/2001 at Raleigh, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

SA [REDACTED] AND  
by SA [REDACTED]: CAT:egg

265D-NY-280350-CE

Continuation of FD-302 of Transcription , On 09/12/2001 , Page 2

FA ONG: Number 3 in the back, ah, the cockpit is not answering, somebody stabbed in business class and ah, I think there is mace that we can't breathe, I don't know, I think we're getting hijacked.

AA Agent: Which flight are you on?

FA ONG: Flight 12

AA Agent: And what seat are you in? Ma'am are you there?

FA ONG: Yes

AA Agent: What, what, what seat are you in? Ma'am what seat are you in?

FA ONG: We're in flight, we just left Boston. We're up in the air.

AA Agent: I know, what

FA ONG: We are suppose to go to LA and the cockpit is not answering their phone.

AA Agent: Okay, but what seat are you sitting in? What's the number of your seat?

FA ONG: Okay, I'm in my jumpseat right now.

AA Agent: Okay

FA ONG: At 3R

AA Agent: Okay, you're the flight attendant? I'm sorry, did you say you're the flight attendant?

FA ONG: Hello

AA Agent; Can't

FA ONG: Hello

AA Agent: What, what is your name?

FA ONG: You'll have to speak up. I can't hear you.

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 3

AA Agent: Sure, what is your name?

FA ONG: Okay, my name is BETTY ONG, I'm number 3 on Flight 11.

AA Agent: Okay

FA ONG: And the cockpit is not answering their phone. And there is somebody stabbed in business class and there is, we can't breathe in business class, so somebody's got mace or something

AA Agent: Can you describe the person that you said, someone is in is business class.

FA ONG: Ah, ah, I'm sitting in the back, somebody is coming back from business. If you can hold on for one second.

AA Agent: Certainly.

FA ONG: (In background:) They want to know who's....I don't know but Karen and Bobbie got stabbed.

(Lots of talking with other individuals at this point)

FA ONG: Our number 1 got stabbed. A person is stabbed, nobody knows who stabbed who and we, we can't even get up to business class right now, cause nobody can breathe. Ah, our number 1 is stabbed right now.

AA Agent: Okay

FA ONG: Our number 5, our first class passengers are, our first class, our galley flight attendant and our purser has been stabbed. And we can't get into the cockpit, the door won't open. Hello?

AA Agent: Yeah, I'm taking it down, all the information, we're also ah, you know of course recording this, ah, at this point

OP Agent: This is operations, what flight number we talking about?

AA Agent: Flight 12

OP Agent: Flight 12, okay

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 4

FA ONG: We're on flight 11 right now. This is flight 11.

AA Agent: It is flight 11, I'm sorry NYDIA.

FA ONG: Boston to Los Angeles

AA Agent: Yes

FA ONG: Our number 1 has been stabbed and our 5 has been stabbed.  
Can anybody get up to the cockpit? Can anybody get up to the  
cockpit? We can't even get into the cockpit. We don't know  
who's up there.

AA Agent: Well if they were shrewd they would keep the door closed  
and..

FA ONG: I'm sorry?

AA Agent: Would they not maintain a sterile cockpit?

FA ONG: I think the guys are up there, they might have gone or jammed  
their way up there or something, nobody can call the cockpit,  
we can't even get inside. Is anybody still there?

AA Agent: Yes, we'll still here.

FA ONG: Okay, I'm staying on the line as well.

AA Agent: Okay.

OP Agent: Hi, who is calling reservations? Is this one of the flight  
attendants or who, who are you, hon?

AA Agent: She gave her name as BETTY ONG.

OP Agent: Betty

FA ONG: I'm number 3, I'm number 3 on this flight

OP Agent: You're the number 3 on the flight.

FA ONG: Yes

OP Agent: And this is flight 11, from where to where?

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 5

FA ONG: Flight 11.

OP Agent: Have you guys called anyone else?

FA ONG: No. Somebody is calling Medical and we can't get

End of tape

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9/14/01

MICHAEL WOODWARD, [REDACTED]

[REDACTED] Manager of Flight Services, AMERICAN AIRLINES (AA), was advised of the identities of the interviewers and the purpose of the interview. WOODWARD furnished the following information:

WOODWARD arrived at work on September 11, 2001, at approximately 6:30 a.m., at the Flight Services office at Boston LOGAN AIRPORT. He attended a meeting at approximately 6:45 a.m., in his office with a flight attendant. The meeting lasted for 15 minutes. WOODWARD prepared for the rest of his workday and at approximately 7:30 a.m., WOODWARD went to AA Flight 11 in order to check on the status of the flight and the flight attendants. WOODWARD spoke briefly with the flight attendants and looked on board Flight 11. WOODWARD did not notice anything which he considered to be unusual on board Flight 11. When the flight attendants told him they were prepared for departure, WOODWARD exited Flight 11.

At some time between 8:15 a.m. and 8:45 a.m., WOODWARD was contacted and asked to go to one of the departure gates. WOODWARD had trouble recalling which gate he went to, but he believes he went to Gate 31 or 32. Shortly, thereafter, WOODWARD realized a flight attendant on board one of the flights had called the Flight Services office to report trouble on a flight. WOODWARD then proceeded to the Flight Services office, where he took a phone call from ANY SWEENEY (True Name: MADELINE SWEENEY), a Flight Attendant on AA Flight 11. The following information was relayed to WOODWARD by SWEENEY via telephone (WOODWARD was unsure whether SWEENEY was on the on-board phones or a cellular telephone):

"The flight has been hijacked. This flight is Flight 11 from Boston to LA. The plane is a 767. I am in the back with BETTY ONG (AA Flight Attendant). A man in business class has had his throat slashed and is presumably dead. #1 flight attendant has been stabbed and #5 flight attendant has been stabbed. There is a bomb in the cockpit. I can't make contact with the cockpit, can you do it?

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9/13/01

Boston, MA

265D-NY-280350-302

9/13/01

[REDACTED] U.S. Department of State  
Massachusetts State Police

BLB:dw

REQ. #35-13

114,175

302 28820

000000469

265D-NY-280350-302

MICHAEL WOODWARD

9/13/01

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We have paged for a doctor or nurse for the flight attendants. The coach passengers don't know what's happening. BOBBI is not on oxygen and KAREN is. BOBBI is on the floor behind the cockpit. The hijackers are of Middle Eastern descent. One spoke good English and one didn't. It is a rapid descent. Something is wrong. I don't think the captain is in control. I see water. I see buildings. We're very, very low. Oh, my God."

At this point in the conversation, WOODWARD stated the phone went "staticky" for a short time and then the phone line died. [REDACTED] then entered and told WOODWARD and others that a plane had just crashed into the WORLD TRADE CENTER (WTC). WOODWARD said that during the entire conversation he had with SWEENEY, her voice remained calm and even. WOODWARD also stated that due to the things she was saying, he assumed she was in the rear of the aircraft and that no hijackers were near her. WOODWARD did not hear any noise in the background during the conversation. WOODWARD also stated he took notes during this entire conversation. The notes have been previously received by the FEDERAL BUREAU OF INVESTIGATION (FBI).



b6  
b7c 09/14/2001

MICHAEL WOODWARD, American Airlines (AA) was telephonically contacted at his place of employment at Logan Airport. After being advised of the personal and official identities of the investigating Agent, WOODWARD provided the following information. WOODWARD stated that on September 11, 2001, when he talked to AA flight attendant AMY SWEENEY on board Flight 11 at approximately 8:30 a.m., he received the call at the MOD office at Logan Airport. The acronym MOD stands for Manager on Duty and is a resource office where the flight attendants can call with scheduling or administrative problems between 5:00 a.m. and 9:00 p.m. All of the flight attendants are given the MOD office numbers where WOODWARD works as a manager. WOODWARD stated there are two telephone lines coming into the MOD office which are 617-634-5352 and 617-634-5351, and AMY SWEENEY could have called on either line.

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DATE 01-26-2007 BY 60324 AUC/BAW/CPE/YMW

09/14/2001

Boston, Massachusetts

(telephonically)

265D-NY-280350

09/14/2001

SA

REQ. #35-13

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09/12/2001

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MICHAEL WOODWARD, Flight Service Manager, American Airlines (AA), was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts. After being advised of the personal and official identities of the interviewing Agent and the identity of [REDACTED] Massachusetts State Police (MSP), WOODWARD provided the following information:

WOODWARD stated he is a flight service manager for American Airlines in Boston, Massachusetts. His job duties are to manage the flight crews on American Airlines flights.

On September 11, 2001, WOODWARD came to work at Logan Airport at 6:45 AM. WOODWARD was one of three managers on duty in the AA office. Sometime after 8:00 AM, EVELYN NUNEZ, one of the other managers, told him that two flight attendants had been stabbed and were administered oxygen. NUNEZ stated the plane was at Gate 32 and he went with BETH WILLIAMS to see if the plane was still there. They went to the gate, realized the flight had left and came back downstairs. Upon returning to the flight service office, WOODWARD learned that the call between NUNEZ and the flight attendant had been disconnected.

Shortly thereafter, the AA flight attendant AMY SWEENEY called on the airphone from Flight 11 and stated the flight had been hijacked. SWEENEY told WOODWARD the #1 attendant (KAREN MARTIN) and the #5 attendant (BOBBY ARUSTIGUE) has been stabbed. SWEENEY also stated that a business class passenger was stabbed and a doctor and nurse were caring for him. SWEENEY stated that three (3) hijackers gained access to the cockpit and the flight crew could not gain access or communicate with the pilots or the cockpit.

The hijackers were sitting in seats 10B, 9C, and 9G or 9D and 9G. SWEENEY described the hijackers as three Middle Eastern males. One of the males spoke good English and another spoke poor English.

ALL INFORMATION CONTAINED

HEREIN IS UNCLASSIFIED

DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

09/11/01

Boston, MA

265A-NY-280350-302

09/11/01

SA [REDACTED]

REQ. #35-13

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265A-NY-280350-302

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MICHAEL WOODWARD

09/11/01

2

As the conversation continued, SWEENEY told WOODWARD the gentleman in business class is not going to make it because his throat is slashed and he is bleeding severely. She said that she did not think the captain was flying the plane. SWEENEY described how they were flying low over the water, then said "OH my God" and the call was terminated.

Before the plane crashed, SWEENEY stated that AA flight attendant, BETTY ONG, was in the last row of the coach section talking to someone on the air phone.

WOODWARD took notes while he was talking to SWEENEY which he signed and dated and gave to the interviewing Agent.

The following identifying information was obtained from WOODWARD:

NAME:

MICHAEL WOODWARD

DATE OF BIRTH:

SSAN:

ADDRESS:

MASSPORT ID#:

AA ID#:

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

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b7c

Date of transcription 09/11/2001

LEE HANSON, [REDACTED]

[REDACTED] was interviewed at his residence and voluntarily provided the following information:

HANSON received a telephone call at his residence from his son, PETER BURTON HANSON, Date of Birth: 01/24/1969, Place of Birth: Bridgeport, CT. sometime before 9:00 A.M. this morning. His son indicated that the plane on which he was presently a passenger was being hijacked. LEE HANSON asked whether his son was joking but he knew from the serious tone in his voice that he wasn't. PETER HANSON repeated that his plane was being hijacked indicating "I think they've taken over the cockpit...an attendant has been stabbed...and someone else up front may have been killed. The plane is making strange moves. Call United Airlines,..Tell them it's Flight 175, Boston to LA."

LEE HANSON noted that his son was talking in a low tone, but not whispering. He believed his son was calling from his cellular telephone, which number he provided as [REDACTED]

LEE HANSON immediately phoned the Easton Police Department and spoke with [REDACTED]. He told [REDACTED] about the substance of the call and asked for any assistance [REDACTED] could provide.

Within a matter of minutes, LEE HANSON received a second telephone call from his son. He recalled his son saying the following: "It's getting bad, Dad...A stewardess was stabbed...they seem to have knives and mace...They said they have a bomb...It's getting very bad on the plane...passengers are throwing up and getting sick...the plane is making jerky movements...I don't think the pilot is flying the plane...I think we're going down...I think they intend to go to Chicago or someplace and fly into a building."

LEE HANSON said he heard noise of a woman screaming in the background.

PETER HANSON continued, "Don't worry, Dad...if it happens it'll be very fast."

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAU/CPB/YMW

Investigation on 09/11/2001 at Easton, Connecticut

File # 265D-NY-280350

Date dictated 09/11/2001

SA [REDACTED]  
by SA [REDACTED] /rkb

265D-NY-280350

Continuation of FD-302 of LEE HANSON, On 09/11/2001, Page 2

LEE HANSON said the call ended with his son saying "My God, my God..."

LEE HANSON could not say why the call ended abruptly. He did not know whether his son had hung up or whether the phone malfunctioned. He said he resisted the temptation to call his son right back because he did not want to place him in any more serious danger by having his cell phone ring on the plane.

PETER HANSON gave no additional information as to the identity, nationality, physical description, accents, etc. of the hijacker(s).

LEE HANSON took two sheets of notes during the two phone calls and he provided these notes to interviewing agents.

LEE HANSON indicated he could recall no additional information or background noise from the telephone calls other than the aforementioned sound of an unidentified woman screaming.

HANSON described his son as follows:

Name:	PETER BURTON HANSON
Sex:	Male
Race:	Caucasian
DOB:	01/24/1969
POB:	Bridgeport, Connecticut
Residence:	46 Painted Post Road Groton, Massachusetts
Home Telephone:	(978) 448-8874
Height:	Five feet, ten inches
Weight:	170-175 lbs.
Hair:	Balding red frizzy
Complexion:	Fair with freckles
Miscellaneous:	Regularly wore a Breitling wristwatch and antique wedding ring

PETER BURTON HANSON is employed as Vice-President of Marketing with TimeTrade.com of Newton, Massachusetts. He graduated from Northeastern University in Boston with a Bachelor of Science Degree in Business Administration and attained a Master's Degree in Business Administration (MBA) from Boston University.

HANSON was traveling to Los Angeles, California, to attend a business meeting and was accompanied on United Flight 175 by his wife, SUE KIM HANSON, born 07/23 (believed to be 38 years old), female, first

265D-NY-280350

Continuation of FD-302 of LEE HANSON, On 09/11/2001, Page 3

generation Korean, 5'3" height, 135 pounds, and their daughter and only child, CHRISTINE HANSON, born 02/23/1999. This was their first plane trip as a family and SUE HANSON was taking their daughter CHRISTINE to visit SUE's grandmother for the first time. Both of SUE HANSON's parents are deceased. SUE HANSON is a doctoral candidate in the medical field at Boston University.

LEE HANSON had traveled to Boston on Thursday, 09/06/2001, to visit with his son, daughter-in-law, and granddaughter. They were excited about their upcoming flight and indicated they intended to obtain seating in the bulkhead area behind the first-class seating so they could have more room for CHRISTINE to play. He is not certain where they were seated on the flight.

SUE KIM HANSON wears corrective eyeglasses and an antique wedding ring, like her husband PETER. Her and PETER's ring were the wedding bands of LEE HANSON's parents and had been handed down as gifts. The bands may have inscriptions and may have been cut to size from the original. Furthermore, PETER's ring may have been repaired.

LEE HANSON provided interviewing agents with a color photo portrait of his son's family. A digital color photograph was taken of the portrait by SA Donnelly.

LEE HANSON indicated that after receiving the calls from his son, he turned on the television to see whether the hijacking was being reported. He noted he began watching just in time to see the live footage of the second airliner crashing into the World Trade Center.

LEE HANSON received a telephone call this morning from an individual identifying himself as Special Agent [redacted] of the Chicago FBI Office with telephone number [redacted] SA [redacted] indicated he was calling HANSON because he received his name from United Airlines.

Present during portions of the interview was LEE HANSON [redacted]  
[redacted]  
[redacted]



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9/28/01

LOUISE SWEENEY, [REDACTED]

[REDACTED] was interviewed at her residence. Also present and participating in the interview was [REDACTED]. [REDACTED] SWEENEY was advised of the purpose of the interview and the identities of the interviewing agents. Thereafter, SWEENEY provided the following information:

On September 11, 2001, the morning of the terrorist attacks on the World Trade Center (WTC), SWEENEY's son, BRIAN DAVID SWEENEY, date of birth 8/10/63, [REDACTED] called her from a phone aboard his plane, possibly from his cell phone, cell telephone number [REDACTED] to tell her that his plane had been hijacked. BRIAN SWEENEY may have been on United Airlines Flight 175. At the time of her son's call, SWEENEY noticed that the clock on her kitchen stove read 8:58 a.m. Her conversation with her son was mostly personal. However, with regard to the hijackers, BRIAN SWEENEY told his mother that, "I don't know who they are." SWEENEY also told his mother that the plane's passengers were thinking of storming the cockpit and he believed that the plane was flying somewhere over Ohio. SWEENEY ended his conversation by telling her, "they are coming back." He said goodbye and the call ended. Immediately after their call ended, LOUISE SWEENEY turned on her television and saw the second plane hit the WTC in New York City, New York.

BRIAN SWEENEY was a former F-14 pilot for the United States military. SWEENEY worked for BRANDESS CORPORATION, a Defense contractor located in California. [REDACTED] (phonetic), work telephone numbers [REDACTED]  
[REDACTED]

[REDACTED] provided the interviewers with a photograph [REDACTED] BRIAN SWEENEY is the individual on the left-hand side of the photograph.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/TNW

9/11/01

Spencer, MA

265A-NY-280350

SA [REDACTED]  
SA [REDACTED]

/pac

REQ. #35-13

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10/2/01

JULIE SWEENEY, [REDACTED]

[REDACTED] was interviewed at the residence of her in-laws, JOHN and LOUISE SWEENEY, [REDACTED]. Several other members of the SWEENEY family were present during the interview, however, they did not participate in the interview. SWEENEY was advised of the identity of the interviewing agents and the purpose of the interview. Thereafter, SWEENEY provided the following information:

JULIE SWEENEY is the wife of BRIAN DAVID SWEENEY, date of birth 8/10/63, a passenger on one of the hijacked flights, possibly United Airlines, Flight 175, which left Logan Airport, Boston, MA en route to California. On the morning of the terrorist attacks, BRIAN SWEENEY traveled to Boston's Logan Airport via Hyannis Airport, Cape Air. From Logan Airport, SWEENEY was traveling to California where he worked for BRANDESS CORPORATION (phonetic), a Defense contractor located in California. SWEENEY traveled with a black medium-sized, Pullman suitcase, cellular phone and a laptop computer. SWEENEY was dressed in jeans, denim shirt and a baseball hat. His flight reservations were made through his company.

After learning of the attacks, SWEENEY returned home to find that her husband had left a message, made from his cell phone aboard the plane, on their answering machine. The answering machine recorded that the message was left at approximately 8:58 a.m. SWEENEY's message to his wife was mostly personal in nature and did not provide any specific information with regard to the hijackers. However, SWEENEY did tell his wife that his plane had been hijacked and that he didn't know if he would be able to call her again.

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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

9/11/01

Boston, MA

265A-NY-280350

SA [REDACTED]  
SA [REDACTED]

/pac

REQ. #35-13

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## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 6/21/2002

On 6/20/2002, C. LEE HANSON, [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] was interviewed at the Hilton Dedham, Dedham,  
Massachusetts. HANSON was accompanied [REDACTED]  
[REDACTED]  
[REDACTED] Present during the interview were Eastern  
District of Virginia Assistant United States Attorney David  
Novak, Port Authority [REDACTED] and SA [REDACTED]  
[REDACTED] After being advised of identities of the interviewing  
agents, HANSON provided the following:

HANSON was the father of PETER BURTON HANSON (PETER),  
date of birth 1/24/69. HANSON was on United Airlines Flight  
#175 with his wife, SUE and daughter, CHRISTINE. They all  
perished as a result of United Airlines Flight #175 crashing  
into the World Trade Center on September 11, 2001.

[REDACTED]

PETER was 32 years old when he was killed. When he was  
two years old, the family moved to Singapore. He attended  
kindergarten, first and second grades. They moved back to the  
United States when he was eight years old [REDACTED]  
[REDACTED] PETER loved to travel. He went to Kashmir while in  
college. PETER's [REDACTED]  
[REDACTED]

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HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMH

Investigation on 6/20/2002 at Boston, Massachusetts

File # 265A-NY-280350

Date dictated

by SA [REDACTED]  
[REDACTED]

265A-NY-280350

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b7CContinuation of FD-302 of C. Lee Hanson, On 6/20/2002, Page 2

[REDACTED]

[REDACTED] PETER came back from Kashmir with more confidence than ever and did better in school. PETER was so honest, he would not lie. He received a degree from Northeast University and an MBA from Boston University.

PETER met SUE at a party in 1989. Sue finished her Masters degree and was going to California to join the Peace Corps. PETER and SUE met again. SUE was born in Los Angeles, California. Her mother sent her to Korea to live with her paternal grandmother. Her grandmother sent her back to the United States when she was six years old. She found out she had a mother, father, and two younger brothers. Her paternal grandmother came back with her, SUE bonded with her. Her father was a businessman that had cancer. He committed suicide. Her mother worked for Kaiser Permanente and died from cancer when SUE was fifteen years old. SUE helped raise her brothers.

SUE went to the University of Berkeley, received her Masters and PHD from Boston University. She was a medical researcher, did her PHD work while working and kept her salary. She specialized in asthma and cancer. HANSON [REDACTED] picked up SUE's PHD diploma two weeks ago at Boston University. They took the walk for CHRISTINA. They know that a woman can do anything she wants. They found an early pregnancy test in SUE's desk and thought that she might have been in the early stages of pregnancy. SUE had been determined to give them a grandson. SUE was like a daughter to them.

CHRISTINA was born in February, 1999. She is an angel, a special little girl. She was too loving, friendly and fun. When getting a shot she would say, "No thank you." She was a gentle little girl. When they would sit down to dinner she would make them sing the Barney song. If they did not do it right, she would make them start over.

On September 11, 2001, they were going to California. They had one day of business and then were going to Disneyland. CHRISTINE was going to see Sue's grandmother. PETER was going to be the best man in a wedding the following week. HANSON [REDACTED] saw them the Thursday before. [REDACTED] spoke with PETER the day before they left.

265A-NY-280350

b6  
b7CContinuation of FD-302 of C. Lee Hanson, On 6/20/2002, Page 3

HANSON was in the kitchen and received a phone call from PETER on September 11, 2001. PETER said, "Dad we are on the airplane, it is being hijacked." HANSON said, "Peter, don't tell me that. Really?" PETER responded, "Yes, we are being hijacked." HANSON asked how SUE and CHRISTINE are and was told they were okay. PETER said "This is serious. I don't think United Airlines knows, will you call them and let them know?" PETER mentioned the hijackers having mace and knives. He made no mention of them having a bomb. He mentioned that he thought they had killed a stewardess. He was intent that HANSON call the airline. PETER said "I'm going to hang up, call United Airlines." HANSON called the airline and received a busy signal. He called the police in Easton and asked them to contact the airline.

PETER called HANSON again and stated the following: "I think they are going to crash into a building." He thought maybe the Sears Tower in Chicago, Illinois. HANSON asked what was happening. PETER advised that people are sick and throwing up. He did not think the pilot was flying the plane, it was making jerky movements. PETER sounded nervous. HANSON could not hear any background noise. PETER advised that the hijackers had taken over the cockpit and killed a stewardess. He hoped that they would just land somewhere. PETER stated that if they crash, it will be quick. He knew something was going to happen. PETER started saying, "Oh my God, Oh my God," and then everything went dead. They had been sitting in the business section of the plane. HANSON knew what had just happened, but kept hoping. PETER did not describe the hijackers.

[REDACTED]

[REDACTED]

[REDACTED] The people of Groton, Massachusetts (where PETER, SUE and CHRISTINE lived) decided they had to have a memorial for them. In forty days they raised \$10,000.00, put up a flag pole, lilac bushes and three trees with a bronze plaque on a boulder. People from this area had fought in every war, these three were the first casualties of this war. HANSON advised, "You have gotta make sure you understand what it is all about." Very recently a policeman came to their door, they found a bone fragment from PETER's longbone. This was the first remain that has been found.





315N-NY-280350-302

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b7cContinuation of FD-302 of Louise Sweeney, On 03/24/2004, Page 2

BRIAN graduated first in his class from Pensacola and was actively recruited by multiple squadrons in the navy. He chose to go to San Diego where he became a navigator for the squadron "The Flying Checkmates". He served in the first Gulf War, enforcing the "No Fly Zones". He attended "Top Gun" school in Miramar, California and was asked to return as an instructor.

BRIAN sustained an injury which precluded him from flying. Rather than take a desk job, he chose to leave the Navy for other pursuits. At the time, the decision of whether or not to leave the service was a difficult one for Brian to make. LOUISE recalls that BRIAN went to his commanding officer for advice and guidance. The commanding officer told BRIAN "You have the heart of a warrior and the soul of a poet. You've proven your mettle as a warrior, now go find your spirit". LOUISE thinks this sentiment summed up her son, BRIAN, perfectly.

After Brian left the Navy he worked as a contractor for several companies. In 1999, he met [REDACTED]

John last saw [REDACTED] on September 10, 2001 at Brian's house on Cape Cod. LOUISE [REDACTED] last saw Brian on September 5, 2001 when Brian came to visit [REDACTED]

On September 11, 2001, Brian was traveling alone to California on business for the Brandes Corporation. That morning, LOUISE was getting ready to leave her residence to run errands when the phone rang. She recalls looking at the clock on her stove and remembers it read 8:58 a.m. The caller was her son, Brian. LOUISE remembers that his voice was different than it normally was. Ordinarily, Brian's tone was effervescent, but that morning it was quiet and very calm. Thinking upon it further, LOUISE thinks he also sounded "pissed off". She thinks he would have been angry because he knew he was involved in a bad situation that was beyond his control and that feeling of helplessness would have made him angry.

LOUISE recalls Brian saying "Mom, its Brian, I'm on a hijacked plane and it doesn't look good. I called to say I love you and I love my family". LOUISE recalls him saying something about storming the cockpit but she can't recall for sure. LOUISE asked Brian where he was and he responded that he thought they were somewhere over Ohio. He continued by saying that "they" might come back and he might have to hang up quickly. He also said he didn't know

315N-NY-280350-302

Continuation of FD-302 of Louise Sweeney, On 03/24/2004, Page 3

who "they" were. Brian concluded the call by telling his mother to "Remember Crossing Over. Don't forget Crossing Over".

When asked to explain Crossing Over, LOUISE stated that her son Brian was a very spiritual person, who always believed that there was a life after death. He was very interested in the television show "Crossing Over with John Edwards" where the host communicates with people who have passed away. LOUISE believes Brian was trying to comfort his mother with these words, letting her know that he believed he would somehow, somewhere see her again, i.e in the next life.

LOUISE does not recall hearing anything other than BRIAN's voice on the phone. There were no loud noises or commotion in the background. BRIAN was speaking in quiet tones as though he didn't want to be overheard.

When asked if there was anything else she wanted to say about her son, LOUISE she stated that he was a very spiritual person. He loved people and always had room in his heart for another friend. LOUISE recalled an evening after BRIAN's death on September 11, when mourners and friends gathered at the Sweeney home in Spencer. LOUISE remembers looking at the room full of people and remarking to herself what a varied, wide-ranging group of people it was. To her, this was her son. He made friends and touched people wherever he went.

LOUISE wanted to talk about BRIAN because she loved her son. But she also feels for all the other victims and their families. She loves this country and believes it has been good to her and her family and she wants to help as much as she can.



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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

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Lori Lynn Keyton, Secretary, Department of Justice (DOJ), Washington, D.C., telephone number [REDACTED] was contacted telephonically at her residence through the DOJ Command Center at (202) 514-5000. After being advised of the identity of the interviewing agent and the nature of the interview, Keyton provided the following information:

Keyton was working in Ted Olson's Office this morning. She is regularly called there to cover the telephones. At approximately 9:00am, she received a series of approximately six (6) to eight (8) collect telephone calls. Each of the calls was an automated collect call. There was a recording advising of the collect call and requesting she hold for an operator. A short time later another recording stated that all operators were busy, please hang up and try your call later.

Keyton then received a collect call from a live operator. The operator advised that there was an emergency collect call from Barbara Olsen for Ted Olsen. Keyton advised that she would accept the call. Barbara Olsen was put through and sounded hysterical. Barbara Olsen said, "Can you tell Ted..." Keyton cut her off and said, "I'll put him on the line."

There was a second telephone call a few to five (5) minutes later. This time Barbara Olsen was on the line when she answered. She called direct. It was not a collect call. Barbara Olsen said, "It's Barbara." Keyton said, "he's on the phone with the command center, I'll put you through."

Keyton advised that there is no caller identification feature on the phone she was using. Keyton didn't know if Barbara Olson was calling from the phone on the plane or from her cell phone.

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HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPE/YMW

Investigation on 9/11/01 at Washington, D. C. (telephonically)

File # 265D-NY-280350-302

Date dictated

by SSA [REDACTED]

(01/26/1998)

**FEDERAL BUREAU OF INVESTIGATION**

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**Precedence:** IMMEDIATE

**Date:** 09/12/2001

**To:** Dallas

**Attn:** [REDACTED]

International Terrorism

**From:** Las Vegas

Squad 8

**Contact:** SA [REDACTED]

**Approved By:** [REDACTED]

**Drafted By:** [REDACTED]

:rtg

**Case ID #:** 265D-NY-280350 (Pending)  
265D-WF-222811 (Pending)  
265D-HQ-1348101 (Pending)

**Title:** TWIN TOWERS BOMBING  
PENTBOM  
MULTI-STATE BOMBING

**Synopsis:** Report information related to telephone call from American Flight 77.

**Reference:** 265D-NY-280350 Serial 79

**Details:** On September 12, 2001, Special Agent's (SA's) [REDACTED]

accompanied by Las Vegas FBI [REDACTED]

[REDACTED] met with RONALD and NANCY MAY at their residence in Las Vegas.

NANCY MAY advised that she received a telephone call from her daughter RENEE, a flight attendant on board American Flight 77 at 6:13 a.m., on September 11, 2001. RENEE informed NANCY that there were six hijackers on board and the hijackers were moving "us" to the rear of the plane. RENEE then provided telephone numbers to NANCY for American Airlines and requested NANCY to contact them and advise American Airlines that Flight 77 has been hijacked. The phone call was then disconnected.

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REQ. #35-13

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To: Dallas From: Las Vegas  
Re: 265D-NY-280350, 09/12/2001

RONALD then contacted American Airlines and provided them with the information that was provided to NANCY. Neither Ronald or NANCY had any additional information to report.

No further investigation by Las Vegas at this time, this lead should be considered covered.

To: Dallas From. Las Vegas  
Re: 265D-NY-280350, 09/12/2001

LEAD (s):

Set Lead 1:

DALLAS

AT DALLAS

Read and Clear

Set Lead 2:

NEW YORK

AT NEW YORK

Read and Clear

Set Lead 3:

WASHINGTON FIELD

AT WASHINGTON, DC

Read and Clear

Set Lead 4:

COUNTERTERRORISM

AT WASHINGTON, DC

Read and Clear

♦♦

-1-

## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 06/06/2002

NANCY MAY and RONALD MAY, [REDACTED]

[REDACTED] were interviewed at their residence. Also present during this interview was Assistant United States Attorney (AUSA) Robert Spencer of the United States Attorney's Office, Eastern District of Virginia. After being advised of the identity of those present and the nature of the interview, NANCY and RONALD MAY provided the following information.

RONALD, a retired engineer, and NANCY, a retired community college employee, recently moved from Las Vegas, Nevada, to Yerington, Nevada. [REDACTED]

[REDACTED] Their daughter RENEE MAY, 39 years old, was a flight attendant on American Airlines Flight 77 which was hijacked and crashed into the Pentagon during the terrorist attacks on 09/11/2001.

RENEE MAY was born in Buffalo, New York, and moved with her parents to El Toro, California, when she was 11 years old. RENEE graduated from San Diego State University and continued to reside in San Diego until moving to Baltimore, Maryland, approximately eight or nine years ago. RENEE had been employed as a flight attendant with American Airlines for 14 years. RENEE began her career working on European flights before changing her schedule to South American/Caribbean flights. RENEE then began working on domestic flights, as she had become tired of the flight schedule and wary of the risks involved with flying. RENEE was looking to pursue a full-time position in the art field. RENEE always had an interest in the arts, and had volunteered as a docent at the Walters Art Museum in Baltimore. In addition to her employment as a flight attendant and her volunteerism, RENEE also worked in various temporary assignments through Kelly Services as well as working as a facilitator once or twice per month for the American Management Association.

RENEE had started [REDACTED] approximately two years ago, and [REDACTED] in 08/2001. [REDACTED]

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HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMU

Investigation on 06/05/2002 at Yerington, Nevada

File # 265A-NY-280350

Date dictated

by SA [REDACTED]

174, 175

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265A-NY-280350

Continuation of FD-302 of Nancy May and Ronald May, On 06/05/2002, Page 2

RENEE would often speak on the telephone with her parents. RENEE spoke with her mother NANCY on Sunday, 09/09/2001, and with her father RONALD on Monday, 09/10/2001. On both occasions RENEE sounded "happy". On the morning of 09/11/2001, NANCY woke up at 6AM to get ready for work. After letting their dog out in the yard, the telephone rang. It was RENEE calling from the airplane. RENEE told her mother that she was on Flight 77 from Dulles to Los Angeles, and that they had been taken over by six hijackers. RENEE stated that they were all put in the back of the plane. RENEE then asked her mother to call American Airlines, and provided the telephone numbers. NANCY heard a male voice in the background, which she believed to be another member of the flight crew, giving another telephone number for American Airlines. RENEE provided a total of three telephone numbers for American Airlines. RENEE then stated "I love you, Mom" before the telephone call was cut off. During the telephone call, NANCY had taken notes and written down the telephone numbers that RENEE had provided.

After the call was terminated, NANCY yelled for her husband who was upstairs. NANCY called the first telephone number for American Airlines, at which no one answered. NANCY then called another telephone number for American Airlines and spoke [REDACTED]. NANCY repeated [REDACTED] what RENEE had stated during their conversation. RONALD took the telephone from NANCY and spoke [REDACTED] who stated that RENEE must have been on the airplane that hit the World Trade Center. RONALD advised her that since RENEE had just called, she could not have been on that airplane.

NANCY advised that the telephone call from RENEE lasted one minute or less. RENEE did not provide any description of the hijackers.

Following the telephone call, RONALD and NANCY watched television and learned that the airplane that had been crashed into the Pentagon was Flight 77. American Airlines telephoned later in the day to inform RONALD and NANCY that there had been no survivors of the crash.

In the days after 09/11/2001, RONALD and NANCY learned [REDACTED] that RENEE was 7 weeks pregnant. RENEE had found out about her pregnancy on 09/10/2001. On the night of 09/10/2001, RENEE had stayed [REDACTED] in

265A-NY-280350

Continuation of FD-302 of Nancy May and Ronald May, On 06/05/2002, Page 3

[REDACTED] RONALD and NANCY advised that RENEE also had made a telephone call [REDACTED] on the morning of 09/11/2001, but did not speak [REDACTED] RENEE had planned to stay with a high school friend [REDACTED] after her arrival in Los Angeles on 09/11/2001. [REDACTED] had not received a telephone call from RENEE on 09/11/2001, and did not know of RENEE's death until later on 09/11/2001.

Memorial services were held in RENEE's honor in Baltimore on 09/24/2001, at the church of her baptism in Buffalo, and in San Diego. The remains of RENEE were cremated and her ashes were put in two urns. One of the urns was buried in a cemetery in Rockville, Maryland, and the ashes of the other urn were dispersed over the ocean in San Diego on 12/23/2001.

000000771



Call from Linda Gronlund

[redacted] message system.

(1 minute 1 second)

Beep

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Voice of Linda Gronlund:

[redacted] its Lynn.

Um.

I only have a minute.

I'm on United 93 and it's been hijacked, uh, by terrorists who say they have a bomb.

Apparently, they, uh, flown a couple of planes into the World Trade Center already and it looks like they're going to take this one down as well.

Mostly, I just wanted to say I love you...and... I'm going to miss you... and ... and

Please give my love to Mom and Dad, and

(sigh)

Mostly, I just love you and I just wanted to tell you that,

I don't know if I'm going to get the chance to tell you that again or not.

(sigh)

Um ...

(unintelligible)

All my stuff is in the safe. The uh, the safe is in my closet in my bedroom.

The combination is: you push C for clear and then 0-9-1-3 and then, uh, and then it should ... and maybe pound and then it should unlock.

(sigh)

I love you and I hope that I can talk to you soon.

Bye.

Recorded voice:

9:50 am Tuesday

Beep

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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YHW

REQ # 35-13

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FEDERAL BUREAU OF INVESTIGATION  
FOIPA  
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Page 3 ~ Duplicate to Docs 20 - 30  
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Page 5 ~ Duplicate to Docs 20 - 30  
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